



JOHN ELIAS BALDACCI
GOVERNOR

Emergency Communications Specialist

Vacancies –Gray (3), Augusta (1)



ANNE H. JORDAN
Commissioner

Posting Date October 10, 2007

Closing Date: October 24, 2007

TITLE: EMERGENCY COMMUNICATIONS SPECIALIST (8600)

PAY RANGE: (18)

Hourly	13.08	13.64	14.16	14.77	15.43	16.07	16.84	17.51
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BARGAINING UNIT: B – Professional/Technical

BENEFITS: Value of State's Share of:
Paid Health & Dental Insurance: \$322.97 bi-weekly
Retirement Contributions: 18.46 % of pay

HOURS: Rotating Schedule - Weekends, Holiday and Evening (must be willing to work rotating schedule)

DESCRIPTION: This is professional service work specializing in emergency dispatch functions. In the Department of Public Safety, this position is accountable for independently providing a communications link between law enforcement, emergency services and the general public having statewide and nationwide impact. Responsibilities include operating, monitoring, and maintaining various complex communications equipment including: radio communications system, computer aided dispatch, computerized enhanced 911 system, Law Enforcement WAN, TDD, NAWAS, EAS etc. This position formulates strategies to expedite resolution of emergency and non-emergency situations in an environment where only limited standardization exists. Conducts independent research and provides confidential information on matters such as: criminal history, wanted persons, stolen property, motor vehicle data, and restricted law enforcement information to appropriate personnel. Coordinates emergency and specialized personnel mobilization efforts when situations occur such as: aircraft down, disaster protocols, bomb threats, hostage situations, search and rescue operations, suspicious deaths, etc. Work is performed under limited supervision.

NOTE: Any selected candidate must be able to pass a background check and a polygraph before actually qualifying for the position.



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KNOWLEDGES, SKILLS AND ABILITIES REQUIRED:

- Knowledge of and the ability to operate, monitor, and maintain complex communications equipment
- Knowledge of terminology, coding, symbols, and abbreviations used in radio communications
- Knowledge of and the ability to interpret and apply state and federal laws, statutes, regulations, and procedural guidelines relating to law enforcement
- Knowledge of CPR and principles relating to Emergency Medical Dispatch
- Knowledge of and ability to access both State and Federal Wide Area Computer Networks
- Ability to make timely and accurate decisions under stressful and time-sensitive conditions
- Ability to handle several enhanced 911 calls simultaneously
- Ability to detect discrepancies within agency databases and implement trouble reporting and/or service calls
- Ability to document all incidents on a Computer Aided Dispatch System (CAD)
- Ability to prioritize incidents
- Ability to perform duties with a minimum of supervision

AUTOMATIC DISQUALIFIERS: *You should be aware before starting the application process that you will automatically be eliminated for any of the following:*

1. Have been found guilty of murder or any crime classified in Maine law as a Class A, Class B, or Class C crime (any felony) or a conviction for any equivalent crime in another jurisdiction outside the State of Maine.
2. Have been found guilty of any crime classified in Maine law as a Class D and/or Class E crime (misdemeanor with a maximum possible term of imprisonment of less than one year) or a conviction for any equivalent crime in another jurisdiction outside the State of Maine;
3. Have been found guilty of any of the following provisions of the Maine Criminal Code or a conviction for any equivalent crime in another jurisdiction outside the State of Maine:
 - 1) Chapter 15 (Theft);
 - 2) Chapter 19 (Falsification in Official Matters);
 - 3) Chapter 25 (Bribery and Corrupt Practices); or
 - 4) Chapter 45 (Drugs);



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MINIMUM QUALIFICATIONS: (Entry level knowledge, skills, and/or abilities may be acquired through, **but are not limited to** the following coursework/training and/or experience). One year of education, training, and/or experience in radio dispatch communications -OR- one year of law enforcement/public safety experience requiring the use of radio telecommunications equipment -OR- one year of work experience involving a high level of public contact, customer service, or customer relations activities which required the use of radio and/or telecommunications equipment.

Preference will be given to applicants who have obtained the desired education, training, and/or experience within the last five (5) years (from date of application).

LICENSING, CERTIFICATION/REGISTRATION REQUIREMENT Upon permanent employment status:

- Maine State Police Terminal Operator Certification
- CPR Certification
- Emergency Medical Dispatcher Certification (inherent in this certification is completion of approved CPR training).
- ESCB Enhanced 911 Certification

APPLICATION PROCESS:

Applications are available at all Maine Career Center Offices, this Department's Personnel Office, or on the Web Page http://www.gov/bhr/state_jobs/how_to/direct.htm under Bureau of Human Resources/ Career Opportunities. **Please mail application by closing date to:**

Annette R. McLaggan
Security and Employment Service Center (SESC)
Human Resources
45 Commerce Drive
State House Station #108
Augusta, Maine 04333-0104
(207)-623-6739
Fax 207-287-2018

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

This vacancy is posted as required by the Seniority Articles of the MSEA Labor Contract. Employees interested in transferring into this position must notify, in writing, the Personnel Office.